

Cost of Living

Some individuals and households are unable to access basic necessities such as heating or food for a number of different reasons. We are asking these questions to help give us more information about the choices people make.

1. During the last 12 months, was there a time when, because of lack of money or other resources: *(Please tick one box in each row)*

	Yes	No	Don't know
You were worried you would not have enough food to eat?	☐	☐	☐
You ate less than you thought you should?	☐	☐	☐
Your household ran out of food?	☐	☐	☐
You were worried you would not be able to heat your home?	☐	☐	☐
You had to go without heating for more than one day?	☐	☐	☐
You were worried about having to choose between heating your home or eating?	☐	☐	☐
You could not afford either heating or food?	☐	☐	☐
Paying for energy has meant that you have gone into debt or arrears (e.g. Council Tax or rent)	☐	☐	☐

2. The following statements relate to housing costs. *(For each statement, please tick one box in each row.)*

	Yes	No	Don't know	Not applicable
My housing costs are having a major impact on our family budget	☐	☐	☐	☐
I feel that interest rates are too high	☐	☐	☐	☐
I feel that rents are too high	☐	☐	☐	☐

Access to support

1. Do you know of support available locally to help you with your living costs? *(Please tick all that apply.)*

- ☐ Food support services (e.g. food banks, free meals)
- ☐ Financial or welfare support (e.g. benefits, council help)
- ☐ Energy-specific support (e.g. bill grants, payment plans)
- ☐ Advice or charity services (e.g. advice centres, charities)
- ☐ Informal support (e.g. family, friends, community groups)
- ☐ Not aware of any support
- ☐ Not applicable

If you would like to, please use the box below to comment on your answer:

2. In the last 12 months, have you used any of the following services to help you increase your income? *(Please tick all that apply.)*

- ☐ Aberdeen City Council Financial Inclusion Team
- ☐ Citizens Advice Bureau
- ☐ CFINE SAFE Team
- ☐ Cyrenians
- ☐ Grampian Housing SMART Money Advice Team
- ☐ Other (please specify below)
- ☐ Not applicable

Other (please specify):

3. Where do you usually look for information about money and advice services? (Please select all that apply.)

- ☐ Aberdeen City Council Website/service pages
- ☐ Libraries
- ☐ Health partners (e.g. GP, NHS Teams)
- ☐ Citizens Advice/Third Sector Organisations
- ☐ Social Media (e.g. Facebook/X/Instagram)
- ☐ Word of mouth/community groups
- ☐ Primary/Secondary Schools
- ☐ Other (please specify below)
- ☐ Not applicable

Other (please specify):

4. Where would you prefer to access information in the future? (Please select one or more)

- ☐ Same places as now (e.g., current websites or services)
- ☐ In-person (e.g. community hubs or advice centres)
- ☐ By text message or WhatsApp
- ☐ Video/British Sign Language (BSL), or audio formats
- ☐ Printed materials at libraries, schools, or GP surgeries
- ☐ Other (please specify below)
- ☐ Not applicable

Other (please specify):

Real Living Wage

The Living Wage movement in the UK is made up of businesses and people that campaign for the idea that a hard day's work deserves a fair day's pay. Employers can choose to pay the real Living Wage, which is higher than legal minimum wage rates. Answering the following questions will assist us to understand how we can support more workers in Aberdeen to earn the real Living Wage.

1. During the last 12 months, was there a time when your wages/income did not cover your weekly/monthly outgoings? *(Please tick one box.)*

- ☐ Yes
- ☐ No
- ☐ Not applicable

2. Is your employer an accredited Living Wage employer? *(Please tick one box.)*

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Not applicable

Security and Work

Job security gives people a sense of knowing that their job is safe and that they will be able to work in their current employment for the foreseeable future. A lack of job security can result in people feeling anxious and fearful. We would like to know how secure people in Aberdeen feel in their employment.

1. Are you currently in paid employment?

- ☐ Yes *(please go to Question 2 below)*
- ☐ No *(please go to Question 3)*

2. The following statements relate to your employment. *(For each statement, please tick one box in each row.)*

	Yes	No	Don't know	Not applicable
I have a regular work contract with mainly set hours and pay	☐	☐	☐	☐
I have a flexible work contract with variable hours and pay	☐	☐	☐	☐
My flexible work pattern is at my request to fit with my commitments	☐	☐	☐	☐
I feel that I have a good work/life balance	☐	☐	☐	☐
My work hours are dependent on my employer's needs	☐	☐	☐	☐
I often have changes to my work pattern at short notice	☐	☐	☐	☐
I have to be available for work at times when I may not be needed	☐	☐	☐	☐
My work pattern regularly affects my social and family commitments	☐	☐	☐	☐
I have difficulty predicting how much I will earn each month	☐	☐	☐	☐
Unpaid caring or other household responsibilities have limited my ability to increase my income	☐	☐	☐	☐

3. If you or a family member needed to access employability support, would you know where to go? *(Please tick one box)*

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Not applicable

If yes, please use the box below to let us know where you would go:

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5. Have you or someone close to you such as a partner, family member or a good friend ever experienced homelessness? *(Please tick all that apply.)*

- ☐ Yes - have myself
- ☐ Yes – partner/family member
- ☐ Yes – good friend
- ☐ None of these
- ☐ Don't know
- ☐ Prefer not to say

6. To what extent are you aware of or not of Homewards? Homewards is a five-year programme founded by Prince William, the Prince of Wales, and The Royal Foundation which aims to demonstrate that together it's possible to end homelessness – making it rare, brief and unrepeated. (Please tick one box).

- ☐ Yes – fully aware of Homewards
- ☐ Yes – aware of Homewards but not in detail
- ☐ No – not aware/never heard of Homewards
- ☐ Don't know

Thank you!

Please return your completed questionnaire in the prepaid envelope provided. If you have not received an envelope, please return it to the Freepost address below (no stamp required):

Freepost RUBB-UEY-YHYE
Aberdeen City Voice
Mariscal College
Broad Street
Aberdeen
AB10 1AB

Alternatively, if you would like to complete an online version of this questionnaire, please contact:
cityvoice@aberdeencity.gov.uk

To notify us of any changes to your contact details, please email:
cityvoice@aberdeencity.gov.uk

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